

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: TOLBERT, Robert	)	
	)	
Serial No.: 10/729,793	)	Art Group: 2157
	)	
Filed: December 5, 2003	)	Examiner: EL CHANTI, Hussein A.
	)	
For: METHOD AND SYSTEM FOR	)	Confirmation No.: 2248
AUTOMATED HANDLING OF SERVICE	)	
PROBLEMS IDENTIFIED BY A	)	
WIRELESS DEVICE CUSTOMER	)	

Mail Stop AF  
Commissioner for Patents  
Post Office Box 1450  
Alexandria, Virginia 22313-1450

June 2, 2008  
*Filed Electronically*

**RESPONSE AND AMENDMENT AFTER FINAL**

Dear Sir:

This Response and Amendment is submitted in response to the Final Office Action mailed April 17, 2008. Please amend the application as indicated below and consider the remarks that follow.

This Response and Amendment is filed within two months of the mailing date of the Office Action. Therefore, no extension of time is believed to be required. If, however, any additional fee is due, please debit Deposit Account Number 50-1513.

Claim Amendments begin on page 2.

Remarks begin on page 5.

**CERTIFICATE OF EFS-WEB TRANSMISSION**

I hereby certify that this correspondence is being transmitted to the U.S. Patent and Trademark Office via EFS-Web on the date indicated below.

/Michelle E. Kandcer/  
Michelle E. Kandcer

June 2, 2008  
Date